

## **OBSERVATION REPORT #17**

**Verizon has not complied with the scheduled publication of the meeting agenda and meeting minutes of Industry Change Control meetings on the Verizon Wholesale Markets web site. The Verizon Wholesale markets web site materials are out of date.**

### **Issues**

Verizon's responsibilities for the CLEC/Verizon Change Control Review Team include distribution of Change Request information as follows:

- *Meeting minutes will be distributed 1 week following each meeting.*
- *Verizon will be responsible for meeting agenda, logistics, preparing, and distributing meeting minutes.<sup>1</sup>*

KPMG Consulting identified in September 2000 that the Verizon Wholesale Markets web site ([http://www.bellatlantic.com/wholesale/html/cd\\_ind\\_meetings.htm](http://www.bellatlantic.com/wholesale/html/cd_ind_meetings.htm)) was missing the agenda and meeting minutes for the Industry Change Control meetings conducted by Verizon for June 2000, July 2000, August 2000, and September 2000. The web site was updated as of October 2, 2000. Although the materials were updated, this delay exceeded the one-week interval for Change Control meeting minute distribution.

Furthermore, Verizon's Wholesale Markets web site for implemented change requests ([www.bellatlantic.com/wholesale/html/cd\\_implement\\_change.htm](http://www.bellatlantic.com/wholesale/html/cd_implement_change.htm)) contains a monthly listing of implemented Change Requests through April 2000 only. CLECs who choose to receive information regarding impending interface and business rule changes through this medium are not being provided timely notifications.

### **Assessment**

Verizon's non-compliance with the one (1) week follow up in publishing meeting minutes directly affects the carriers in their ability to reference contents of past meeting materials, and at the same time affects individuals who were unable to attend the Verizon Industry Change Control meetings in person. Delays in the distribution (posting) of Industry Change Control meeting notes and implemented Change Requests could adversely impact the ability of carriers to interact with Verizon.

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<sup>1</sup> Verizon, **Principles of Change Management**,  
[http://www.bellatlantic.com/wholesale/html/pdfs/prcp\\_227.pdf](http://www.bellatlantic.com/wholesale/html/pdfs/prcp_227.pdf), (Page 7) 1/28/98